

DMV battles a rising mercury

"What do you mean I flunked the test? I've been driving for 38 years!" fumed the man, eyeing the "no pass" verdict on the written portion of his chauffeur's license exam. Refusing to review the test, he tore it up. As a parting gesture, he even tore up his application.

The above scene took place recently at a Portland DMV office. Though an extreme example, it characterizes a public whose "mercury is steadily rising ..."

More and more people are complaining about DMV service, in letters to editors and to the governor.

More and more people are moving to Oregon, adding length to already-long lines at DMV counters, more work for clerks, therefore causing more reason to complain about service.

The never-ending spiral makes both the DMV and public dizzy with concern, and frustration.

Letters to the governor are not only angry, some are vindictive, according to

ODOT officials, with phrases like "I am now part of the tax-payers' revolt." But it goes beyond that. The mercury rises not only against taxes, but against that insurmountable wall: Big Government. Red tape. Control.

Caught at the center firing line are DMV employees. To find out how they feel about the situation and how business is conducted at busy offices, VIA took an "over-the-shoulder" look at the East Portland office and Salem headquarters. We talked to MV reps and supervisors alike, as well as Salem officials.

towards the DMV, and government in general. "They are getting fed up with government restrictions, costs, you name it," said one employee. "But you can't blame them. Things are complicated."

Work increased

Employees are quick to note, however, that the workloads have increased. There are almost as many
See MORE, page 3.

Hiring, travel freeze doesn't affect ODOT

ODOT has been given a 90-day exemption from the governor's hiring freeze and travel ban.

Executive Department Director Laurence R. Sprecher, who granted the exemption, said the situation will be audited in three months to "determine whether the exemption should be made permanent."

ODOT is the only agency in state government to receive the exemption, which was granted, according to Sprecher, because of the department's demonstrated managerial ability in recent years "in dealing with exceedingly difficult situations."

"I wish you every success in maintaining a degree of control that will be equal to or better than that which would be maintained by the Budget and Management Division of the Executive Department!" Sprecher said.

Little grumbling

VIA's first impression of the Portland office: The much-talked-about long lines were there for drive tests as well as registration, photos and eye tests. Employees were too busy to talk to anyone but customers. Things went smoothly with little grumbling.

When questioned, the common remark from citizens was, "You'd think they would do something about these lines. It's just ridiculous."

Region Manager Arnie Storhoff calls his E. Portland office the "Panic Palace." There were 1,060 document transactions the day of VIA's visit. "That's a normal day...Often, the line goes out the door," he said.

Employees overwhelmingly agree that public sentiment has changed

Budget okayed at \$754 million

An ODOT budget request of \$754.9 million for the 1979-81 biennium—a 47.3 percent increase over the current biennium—has been approved by the Transportation Commission.

Major reason for the increase is the huge jump in federal funds in the next two-year period for work on I-205 and the Jackson Bridge.

The budget request includes: Highway Division, \$692.9 million; Motor Vehicles Division, \$35.5 million; ODOT Central Services, \$19.5 million; Public Transit Division, \$3.7 million; and Aeronautics Division, \$3.1 million.

Executive Department will now review ODOT's budget, prior to incorporating it into the Governor's budget request to the 1979 Legislature.

All hands on deck . . .



A Region 2 bridge crew out of Albany has started using a new time-saving method of replacing decayed decking on timber bridges. Instead of nailing strips in place one at a time, they prefabricate them first in the shop. See story on page two.

Forest protection efforts increased

The Parks Branch will be stepping up their timber protection measures with the hiring of a new forester, announces Superintendent Dave Talbot.

The new position not only will increase park boundary patrols to discourage timber theft, which has been increasing over the past few years, but will also take a more aggressive role in controlling other enemies: fire, disease and insects.

The new forester will follow the guidelines set in 1969 by the Parks Advisory Committee, Talbot said, which calls for "protecting and preserving the natural beauty of timber stands for public enjoyment."

"The only time a tree will be cut is when it is seriously diseased, down, a danger tree, or is a detriment to the

proper development of a park area," Talbot said.

The branch considered the program major enough to hire back ODOT's leading forestry expert, John Woods, who had retired in early 1977. As a 90-day employee, he will begin the program, hire and train the new forester to take it over.

"We have never taken an aggressive role in managing our forests," the 16-year state forester said. "Our efforts have always been salvage work, or to keep up with catastrophies, like the Columbus Day storm or Tussock moth investigation of 1973."

"We need to stay ahead of the problems, in order to prevent or control them," he said.

Woods wouldn't comment on the

current status of park forests. "It's hard to say what condition they are in right now, but we're finding out," he said, noting that for the first time, a complete detailed inventory is being taken on the roughly 75,000 acres of park forests.

The survey, the first phase of the program, is half completed. The next step is to form individual management plans for each park — what areas need reforestation or treatment for insects and disease. Public involvement will be sought. Plans will include long-range goals as well as immediate projects.

Woods used to work through Right of Way as a forester. The new position will be in the Parks Branch, to simplify administration and "coordinate forestry

See FOREST, page 3.

Inside

Paint crews are "hogging the road" in full force, p. 5.



Saunders to the rescue, p. 2.

40 years of highway service, p. 4.

General Files: Good minds for detail, p. 7.

48 bills ready for legislature

A package of 48 bills is being readied for submission to the 1979 Legislature.

The bills cover a variety of subjects, ranging from accrual accounting to tire chains, and from state police fines to land values adjacent to airports.

One of the major bills would establish the Parks and Recreation Branch as a full division within ODOT.

Several of the bills involve fee increases for various transactions in the Motor Vehicles Division.

Director's corner

BOB BURCO



The department's budget was delivered to the governor on schedule Sept. 1. I want to thank all those persons who put in such an intense amount of effort during our lengthy budget preparation process.

The document reflects a strong commitment to live within the constraints of limited resources. Ironically, the budget is substantially higher than ever before, because of the abundance of federal construction dollars for the completion of I-205 and other major projects. Still, state dollars don't even adequately keep up with inflation and therefore indicate some reduction in programs.

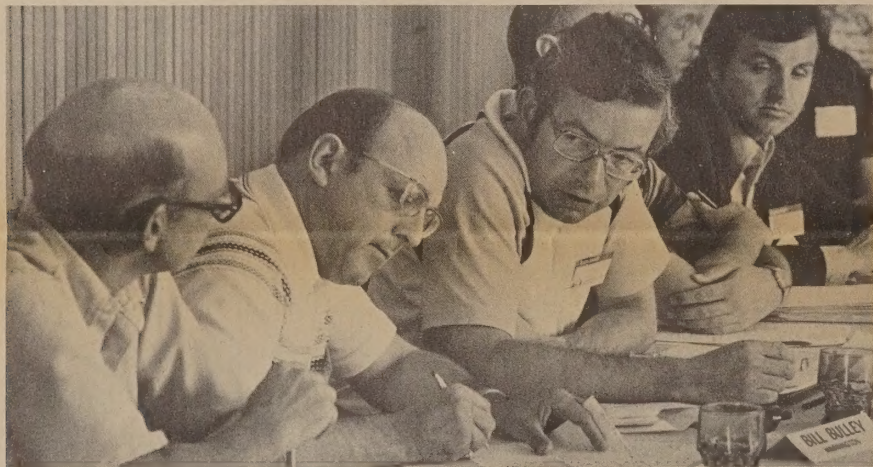
We hope the governor and the Legislature will recognize the importance of the priorities established by the commission in this budget document.

The Executive Department has already recognized our ability to make difficult choices over the past few years and has seen fit to give us a blanket exemption from the personnel and travel limitations in the governor's recent executive order. This shows confidence in our abilities to manage our own affairs without too much over-the-shoulder scrutiny.

While we will not take this freedom lightly, it does assure us that we can adequately replace vacancies in critical programs, such as highway maintenance, parks and motor vehicles.

Much of my time during the near future will be spent visiting DMV field offices as we prepare for a major Emergency Board request in October. The request, which will utilize the receipts from increased motor vehicle fees, will hopefully upgrade the services of the entire division, particularly through improvements of the telephone system and additions and modifications in several field offices.

Such improvement is a high priority for both the commission and the governor. It reflects growing concern over our ability to deal with new requirements as photo licenses and mandatory insurance.



ODOT Director Bob Burco, center, was chairman of a mid-August meeting of transportation officials. At Burco's right is Bill Bulley, director of Washington's DOT.

COSDOT officials gather

Twenty-five states and the federal government were represented at the two-day meeting of the Council of State Directors of Transportation (COSDOT) at Timberline Lodge Aug. 17-18.

ODOT Director Bob Burco is chairman of COSDOT and served as host for the conference, which he described as "most successful."

The agenda ranged widely over transportation topics, including:

- An update on the 1978 Surface Transportation Act, by a panel of USDOT officials.

- State Transportation Planning, by Jim Harrington, commissioner, Minnesota DOT.

- Inflation, Cost Cutting and Government Spending Reform, Mort Downey, assistant secretary for budget and finance, USDOT.

- Impact of Proposition 13, Adriana Gianturco, director, California DOT.

- 3-R Standards, Long-range Future of Maintenance and Rehabilitation of Nation's Highways, John Hassell, Jr., associate administrator for planning, FHWA.

As a supplement to the conference, many delegates were also shown a slide presentation on the Banfield improvement project, and were conducted on a walking tour of the Portland Transit Mall.

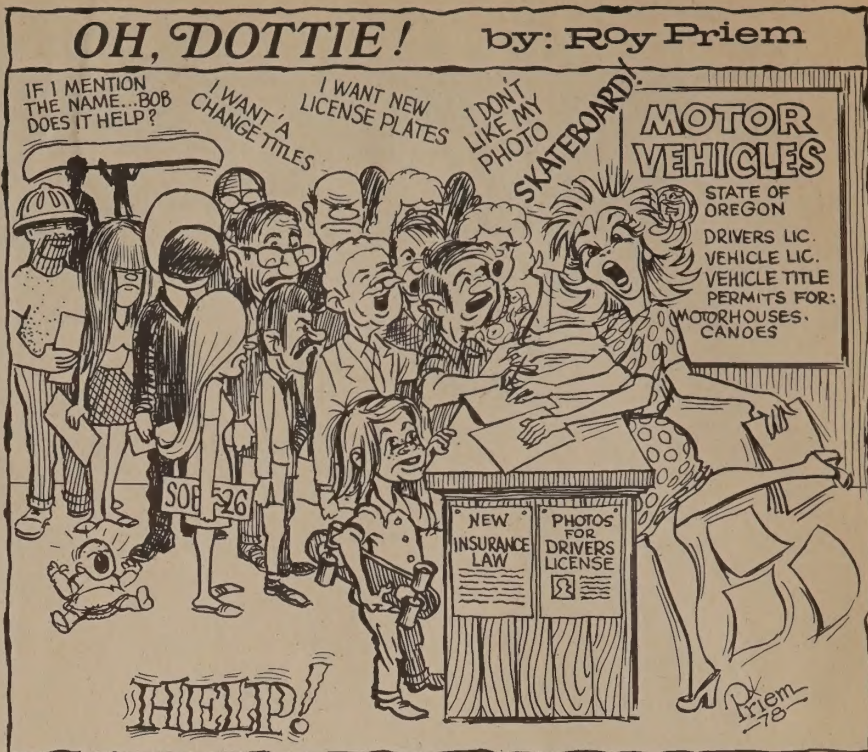
Roses to...

....Mike Saunders, for his first aid assistance during a serious car accident near Hillsboro recently. Saunders, of the Woodburn maintenance crew, was praised in a letter to the department from the Metro West Ambulance Service.

Jimmie Floyd, of MW, wrote: "As our ambulance arrived we found Michael had immediately assisted two women and the occupants of a second vehicle in what could have been a bad accident. He administered immediate care in controlling the bleeding to one person and treated her for shock. Then, ascertaining that the other injuries of the other people were minor, he diverted his attention to directing traffic away from the scene." Saunders continued his help until the ambulance headed for the hospital.

A major fire in the area occurred at the same time, so Saunders faced a double traffic directing responsibility, as emergency trucks sped through the intersection where the accident occurred.

Saunders, 23, holds an Emergency Medical Technician (EMT) 2 rating, which involves extensive training.



Prefab deck cuts danger, installation time in half

Phil Dammer's "laziness" is paying off.

The maintenance foreman got tired of nailing down thin strips of bridge decking, one by one, while flanked by heavy traffic on those old, narrow timber bridges.

It's tedious, dangerous work, and "takes forever" to finish. So he came up with a way of cutting the installation time in half: prefabricating sections of the bridge deck in the shop before hauling it to the repair site.

"Phil is one of our most innovative foremen," said C. E. Payton, Region 2 bridge maintenance engineer. "No matter what we ask him to do, he figures out the best way, even on his own time."

Brand new method

"To my knowledge, this has never been done before," said Dammer, who heads a bridge crew out of Albany.

The crew recently tried the new method successfully on the Hayes Creek Bridge on the Corvallis-Newport Highway near Eddyville. They plan to repair another bridge in the area the same way. Another crew out of Salem also plans to use it.

After the asphaltic concrete (blacktop) is removed from the bridge, the decayed underlying decking is dug up and normally replaced with two-by-two inch cedar strips, nailed individually in place. The chore was not one of the crew's favorites, Dammer admits with a laugh.

"When we found the time between other road jobs, we nailed the strips

together in the shop," Dammer said. "Working inside is faster, safer and doesn't inconvenience the public."

The prefabricated decking planks are four feet wide and about 28 feet long. They are designed to give added strength where stress on the bridge is the greatest. They are lifted in place by a boom truck with a sling.

(See photo on page one.)



Phil Dammer
Bridge foreman

After the workers adjust the plank to fit flush with other planks already in place, they nail it to the heavy support timbers. Liquid tar, which preserves the wood from decay, is poured over it before the section is repaved.

Limited to big jobs

The process can be used only when the entire decking material needs to be replaced. Smaller decayed areas are repaired the conventional way.

"We think it's a fantastic idea," said Payton. "Crews are subject to accidents during these jobs. The procedure allows them to do 50 percent of the work away from the public and it speeds up the field operation."

Many of Oregon's small timber bridges are nearing the end of their lifespans. Maintenance officials throughout the state agree that these bridges are in bad shape and need continual maintenance.

Precast concrete slab spans which require little or no maintenance, are replacing the bridges that have outlived their usefulness, but it will be many years before all timber bridges disappear from Oregon's highways.

"We hope to get the word out to other crews," Payton said. "They may be able to get good use out of this new method."

Commissions set meeting

The transportation commissions of Washington and Oregon will hold a joint meeting Sept. 18 in Portland—the first such get-together in more than 20 years.

The two groups will inspect progress on the Jackson (I-205) Bridge, tour the downtown transit mall, and later participate in a working dinner session.

Completion of I-82 and other interstate matters will highlight the evening discussion.

Six Washington commissioners and five staff members will be in the group, which will return to Olympia at the conclusion of the dinner meeting.

Highway commissions from the two states last met in March, 1956, to open bids for the proposed interstate bridge between Portland and Vancouver. Winning bid was for \$6.6 million.

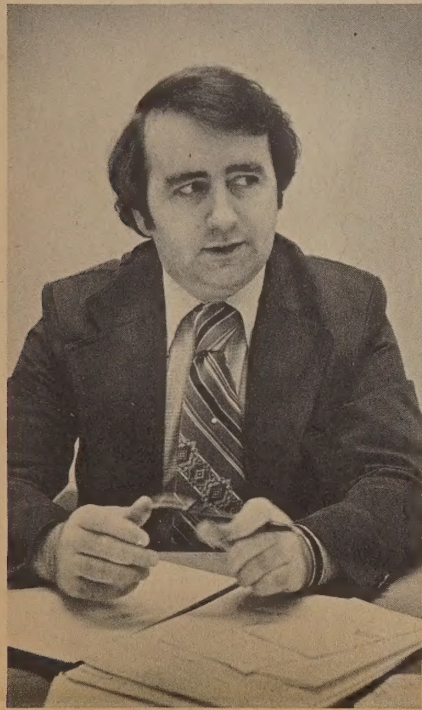
More training, changes set to improve service

Cont. from page 1
vehicles registered as there are people in Oregon -- about 2,340,000.

Mal Page, registration specialist in Salem noted, "We ran out of license plates in May. We broke our 1955 record, and that was a block-buster year."

He added, "We don't have enough employees to handle the business. We're currently 30 to 40 days behind in getting titles out."

East Portland employees shared some of their feelings during a coffee break: "Our job is to help the public understand what they have to do, make



Dwight Apple: "We need to personalize our service."

it easy for them and explain that laws and regulations are for their own protection," said one worker. "It's easy for them to get frustrated with complex laws or procedures they don't understand, or didn't know about before they came in the office."

"We're on the firing line. People blame us for laws, like mandatory insurance, that we don't make," said another.

"It takes a lot of control and energy to be courteous to everyone, regardless. It's like being a policeman. When I go home, I don't talk for at least an hour, because I've been talking all day."

East Portland and Salem workers all could recall at least one angry-customer incident, but they agreed that most people are polite.

"We have to be sympathetic to people. First, customers usually take time off from work to come here. Second, they have to wait in line. Third, sometimes they are unprepared, or have a problem. The combination can make a cranky customer."

Institutionalized zombies

Storhoff and others try mightily to keep from falling into the self-labelled trap of being "institutionalized zombies."

"I try to treat each person differently and realize that their problems, at the time, are more important to them than anything else," said Emaline Martin, who takes care of special customer problems in Salem.

"You can't rush people," said an MV rep in Portland. "That means sympathizing with about 100 people a day, at least."

"I've learned to establish direct eye contact with people first," said another rep. "There's nothing worse than automatically talking to someone without looking up."

"Never bellow NEXT! at the counter," said Storhoff with a laugh. "In the past, we've been guilty of that. It sounds like you're herding people

through a dairy barn."

Getting the 'run-around'

Increased workloads for employees, as well as long lines for customers, aren't expected to change as long as Oregon's population continues to increase.

Citizens not only complain about long lines and increased red tape, but poor service and getting "the run-around" from employees. A classic example: After waiting in line for a half-hour, a customer was told he was in the wrong line. It took "all day", to do his business, the man claimed in a letter to the governor.

Storhoff will admit that service in his region isn't at its best. "There is always room for improvement," he says.

Addressing this problem is Dwight Apple, head of the Customer Services Section in Salem. He has begun an aggressive training program for DMV field office managers. Twenty seminars have been held so far. They focus on ways to personalize service.

"We have to recognize everyone as important customers, acknowledge their feelings from the start and find the simplest ways of solving their problems," he said, "and never let them leave in confusion."

Developing formal performance standards is another goal of Apple's. "We need measureable standards in order to rate and improve service skills," he said, noting that standards will be worked into performance appraisals.

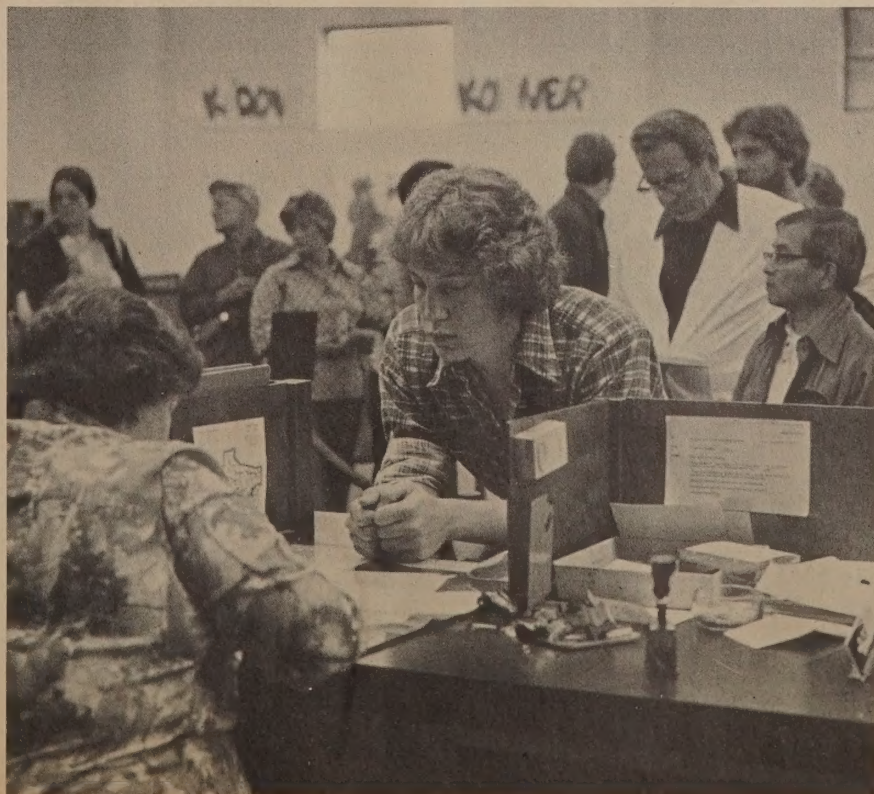
More self-service is another idea the DMV is studying. Some offices already have self-service "islands" where customers can fill out mandatory liability insurance vouchers.

New center helps

A new information center in Salem helps people with quick questions or problems. More difficult problems are also handled there, which takes pressure off the lines to the main counter. Other offices may soon use this procedure.

More changes are on the way to increase customer conveniences: automated drive test machines will be installed in four field offices; computer terminals in 14 locations will soon provide quick access to records; 12 PUC workers are helping in DMV field offices.

Even with the increased technology and help, the division is still understaffed. According to Administrator Skip Grover, the division could use 32 additional employees to keep up with current work.



A typical DMV view from behind a clerk's shoulder.



John Woods, who retired in 1977, was hired back to help the Parks Branch increase forestry protection operations. He will train a new forester to take his place. Above, he uses a Biltmore stick to measure the diameter of a stump.

Forest survey underway

Cont. from page 1
efforts with other park planning," he said.

Park field personnel will add more timber management tasks to their normal routines. They will be trained to spot fire hazards, diseased trees and will patrol forest borders more frequently to discourage timber theft.

"The program is not designed to make money. It is really designed for the protection of trees and park visitors," Talbot said. "However, we are guessing that better management will generate enough income to make the

Costs are up

Construction costs are still soaring, according to recent figures in the Oregon Highway Composite Construction Cost Index.

The second quarter report reveals a 27.8 percent cost increase over the first quarter of 1978. This represents a 342.5 percent increase over 1967.

program self-supporting."

In July, the Transportation Commission approved earmarking timber management income for the new program.

METRO has key role in CRAG plan

Several METRO employees are playing an important role in helping the Columbia Region Association of Governments (CRAG) form a transportation plan for the four-county Portland area, according to CRAG Public Information Director Judy Bieberle.

CRAG, along with other regional governments, is required by law to seek public participation in forming the plan. This phase of the plan revolves around a slide presentation "partially inspired by ODOT's slide show on the Banfield Transitway alternatives," Bieberle said.

Laurie Oseran, METRO's public participation specialist, and Amelia Lanier, formerly with METRO and now with CRAG, were major forces in helping CRAG form the initial stages of the project.

During the first five weeks of the transportation plan's introductory stage, about 500 citizens viewed the slide presentation, which explains the history leading to the development of the plan and what it should accomplish.

Information will be gathered until late fall and will be used in designing solutions to transportation problems.

Technical planning expertise is crucial to the public involvement program, Bieberle noted. "One of the most important figures on the technical side of the regional transportation effort is METRO's Policy and Planning Coordinator Ted Spence," she said.

Two METRO planners, Bob Schalk and Dave Klein, are on loan to CRAG, where "They are essential in highway inventory and modelling work," she said.

The transportation plan is scheduled for completion in late 1979.

Way Back When ...



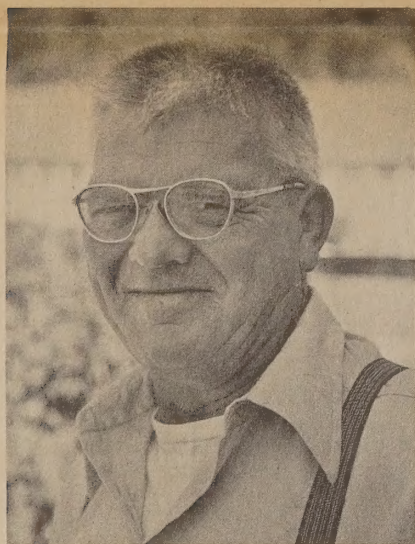
Considered ultra-modern when introduced back in 1951, this paint stripping combination is a long cry from today's sophisticated equipment. The truck pushed a sulky on which a man rode to apply the paint and guide the operation. It was a one-color device, with a paint capacity of 120 gallons. A disc-type paint application was used. Glass beads were not applied except on two highways-US 30, (now I-80N) and US 99, (now I-5). The rig was capable of striping 6 to 8 mph, and if everything went right on a good day, they could stripe 25 miles. The device was cantankerous and required a great deal of attention. For an update on striping methods, read story on page 5.

We'll always remember ...

Howard Darrel Clark will be remembered for his role in helping numerous local governments in transportation planning efforts.

Clark, 31, of Portland, died when the car he was driving left Shaff Road between Stayton and Aumsville at about 1:20 a.m. on Aug. 12.

New retirees:



Tom Oleson
31 years

The following employees retired recently.

Virgil J. Brown, Springfield; highway maintenance worker 4; 39 years. Retired June 15.

Lloyd C. Lansing, Warrenton; park ranger 2; 30 years. Retired June 16.

Michael J. Simmons, Estacada; highway maintenance supervisor 1; 14 years. Retired June 30.

Kermit O. Reinhart, Estacada; park ranger 2; 12 years. Retired July 1.

Ira J. Haskett, Detroit; park manager 3; 20 years. Retired July 10.

Tom V. Oleson, Oakridge; HMS 1; 31 years. Retired Aug. 31.

James R. Leard, Klamath Falls; maintenance office manager; 15 years. Retired Aug. 31.

Leland Jones, Klamath Falls; engineering technician 3; 37 years. Retired Aug. 31.

Robert Boaz, Salem; ET 3; 17.5 years. Retired Aug. 31.

Tressie C. Anderson, Salem; administrative assistant; 18 years. Retired Aug. 31.

Mary Tobin, DMV, E. Portland MVR 1; 26 years. Retired June 30.

Elsworth Clark, DMV, Gresham MVR 1; 10.5 years. Retired July 31.

As an HE 3, he worked in METRO's Traffic Analysis Unit. Before that, he was ODOT's planning liaison with CRAG for 19 months. He worked on the Portland-Metro-Vancouver area transportation plan. He began with ODOT seven years ago, in Salem.

Clark worked well with local jurisdictions, said his associates, noting that he had received many letters from local government officials thanking him for his planning assistance.

He leaves a son, Garrett, 10 and parents, Mr. and Mrs. Howard Clark, all of Aumsville.

Employees move up job ladder

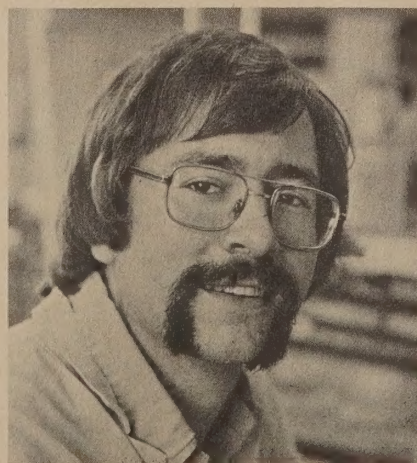
The following employees were promoted last month.

CONGRATULATIONS!

Michael A. Ames, HWY, highway maintenance worker 2 to 3, Portland.

Larry Asburry, HWY, highway engineer 4, Bend to HE 5 (district engineer), Eugene.

Jack H. Ayers, HWY, HE 3 to 4, Roseburg.



Richard Dominick

Samuel J. Baldwin, PARKS, ranger 1 to 2 at Cape Lookout State Park.

Pearlee A. Bare, HWY, engineering aide to engineering technician 1, Portland.

Edward G. Bowers, HWY, highway maintenance supervisor 1 to 2, Klamath Falls.

Sandra L. Coreson, TECH SERV, clerical specialist to administrative assistant, Salem.

Norman J. Cuno, HWY, HE 3 to 4, Salem.

Richard L. Dominick, TECH SERV, ET 1 to materials testing engineer 1, Salem.

William C. Eads, HWY, HMS 1 to 2,

40-year services honored

Three Highway Division employees reached their 40th year with the department last month.

John (Bud) Howry, Maurice (Maury) Spagle and Henry (Hank) Dillard received Service Awards from Transportation Commission Chairman Glenn Jackson during the Aug. 15 commission meeting in Salem.

Howry, of Detroit, began with the Highway Department in 1937 as a laborer in Astoria. After service during World War II, he was promoted to section foreman at Mist. From there, he went to Grand Ronde, Clatskanie and to his present station at Detroit in 1960. He is currently a maintenance foreman.

Spagle, of Woodburn, also started as a laborer and served in the Army during

World War II. He was a maintenance worker during winters, and worked on the traveling oiling, paving and extra gang crews during summers. He has served as the Woodburn section foreman since 1954.

Both men have received numerous letters of commendation from citizens thanking them for their services on highways throughout the years, and have maintained high safety awards.

Dillard, of Stayton began his career driving heavy trucks and oil transports for summer oiling crews. He worked in various locations in Western Oregon as a surface foreman, landscape foreman, oiler driver and in the Salem blacksmith shop. He is currently custodial supervisor for the Equipment Shop.



Earning 40-year service awards are from left, Maurice Spagle, Henry Dillard and John Howry. All men are World War II veterans, and have received numerous letters of commendation for their service to the public. Glenn Jackson presented the awards.

Paul Young, HWY, HMW 2, Government Camp to HMW 3, Troutdale.

DMV PROMOTIONS

Kim Waters, clerical assistant (CA), Salem, to MVR 1, Roseburg.

Kathy Johnson, CA, Salem, to MVR 1, Gresham.

Robin Eitel, clerical specialist, (CS), Salem, to MVR 1, E. Portland.



Sharyl Arthur

Kathy Sipes, CA to CS, Salem.

Sharyl Arthur, MVR 1 to 2, Albany.

Marsha Reid, MVR 1 to 2, Beaverton.

Marlene Pean, MVR 1 to 2, Coos Bay.

Joan Wills, CA to CS, E. Portland.

Gail Britton, CA to CS, Salem.

Wes Gronemyer, CS, Salem, to MVR 1, Gladstone.

Edith Hokamp, CA to CS, Salem.

Michael Unger, CS, Salem to MVR 1, Hillsboro.

Dennis Williamson, CS, Salem, to MVR 1, E. Portland.

Marian Warby, CS, Salem, to MVR 1, Coos Bay.

Portland.
Donald E. Fantz, HWY, HE 1 to 2, Portland

John T. Forbes, PARKS, park aide at Beverly Beach to ranger 1 at South Beach State Park.

Ronald L. Forest, HWY, HMW 3 to HMS 1, Portland.

Jeanne E. Foster, PARKS, clerical assistant to ranger 1, Champoege State Park.

Marvin E. Frazier, HWY, HMW 2 to 3, Eugene.

Pauline R. Friesen, TECH SERV, clerical assistant to secretary, Salem.

Daniel W. Helquist, HWY, ET 1 to 2, Portland.

Perry L. King, HWY, HMW 2, Prineville to HMW 3, Condon.

David E. Kline, HWY, HE 1, Salem to HE 2, Portland.

Edward G. Kornblum, PARKS, manager 2, Champoege State Park to manager 3, Cape Lookout State Park.

Carl R. Leu, TECH SERV, HE 2 to 3, Salem.

Roger A. Miles, HWY, ET 1 to 2, Salem.

Charles R. Morse, HWY, HMW 2 to 3, North Bend.

Gerald L. Peterson, HWY, ET 1 to maintenance office manager, Klamath Falls.

Jaret Pitochelli, HWY, HMW 1 to ET 1, Salem.

David R. Shaw, TECH SERV, ET 1 to materials testing engineer 1, Salem.

William J. Stark, HWY, HMW 3 to HMS 2, Milwaukie.

Lowell Truesdon, PARKS, ET 1, in PARKS, to ET 2, Engineering, Salem.

Robert M. Walling, HWY, ET 1, The Dalles, to HE 1, Astoria.

Jackie W. Wegner, HWY, HMW 2 to 3, Klamath Falls.

David D. Woody, PARKS, park aide at Beverly Beach to ranger 1 at South Beach State Park.



Their half is out of the middle

They're on the road at daybreak, and leave only when it gets too dark to see the center line.

These dedicated workers are the striping crews for the Highway Division. They are busily taking advantage of summer weather to paint stripes on 23,715 miles of pavement -- virtually all of the state's highway system.

"The striped line is one of the simplest, yet most effective safety devices in traffic control," said Howard Read, equipment unit supervisor in Salem.

Sixty-five workers are currently working out of Cascade Locks, McMinnville, Central Point, Klamath

amazed by the feat, according to Fine.

The driver has a set of mirrors which enables him to look forward and back at the same time. Dual controls are in the cab.

Two men sit in the cab. This enables good vision on the right as well as left side of the road. Spray guns are in a fixed position close to the rear axle to ensure accuracy. Lines are either white or yellow, and vary in length and width depending on where, and for what they are needed.

Sulky days gone

Before 1970, the paint striper pushed a sulky (a light vehicle for one person)



Horizontal striping is done to test the wear of paint to be used in future projects. Above, striping is done on Portland Road in Salem.

Falls and Baker. After finishing work in these areas, they'll move to other areas. The object is to beat the rainy season, according to Jack Fine, state traffic line superintendent.

'Homemade' improvements

Crews can stripe about 130 miles a day, in vehicles that move from 15-to-18 mph while striping. As late as 1970, only about 40 miles could be striped a day.

Many of the innovations designed to improve speed and efficiency were designed by the crews themselves, Fine noted, adding that the paint trucks have been an in-house project. They cost about \$40,000 each, while a commercial truck costs \$80,000 or more.

Other states have expressed interest in Oregon's truck design, he said.

Creating a straight line is an interesting process. People are often

in front of the paint vehicle -- a dangerous operation. The person in the sulky operated the painting mechanism as well as placed traffic cones on the road to keep cars from running over the fresh paint.

Today, when a striping job is in progress, a vehicle will precede the paint truck with a warning. Other vehicles follow the truck, one with a flashing arrow showing drivers on which side it is safe to pass.

Keeping cars out of the fresh paint is their biggest battle, Read said. He noted an incident when a driver cut in between vehicles, driving a new car along the center line for miles. Crew members frantically tried to get him off the line. He not only ruined the line, "but he sure made a mess of that new car finish with the quick-drying paint," Read said.

Truckers with CB radios are a big aid

in policing the paint jobs, he added.

Paint dries fast

It takes two-and-a-half minutes for the paint to dry. Because of the quick drying time, no cones are needed. Eliminating this step saves time and money. Paint that dries even faster, however, is less stable.

Last year the division used about 400,000 gallons of paint and about 1,500,000 pounds of glass beads, used to reflect the line during night driving. Beads are blown into the paint right behind the paint gun. They've tried applying both at once, but experiments haven't been successful.

This year's striping operation is estimated to cost \$2.8 million. A paint job should last a year, although some sections are painted more frequently.

Testing future costs

Weather doesn't pose major problems, but metal protrusions on tires, such as studs, will remove the paint.

Recently, the division began testing paint to be used in future projects. On Portland Road in Salem stripes of various types of paint were painted. An impartial committee will inspect them once a month for six months to check how well they last.

Read and striping crew members are hoping that a water-based paint that can be applied in wet weather will be developed soon. It would solve many of their problems, Read said.

Nine registered as prof. engineers

Nine employees were recently granted registration as professional engineers. They are:

William W. Carson, Jr., HE 1; field construction crew, Portland.

Gene M. Finley, HE 1; Operations Planning Unit, Salem.

Michael G. Fisher, HE 1; field construction crew, Portland.

Stevan H. Garlick, HE 2; Structures Section, Salem.

Jimmy S. Hansen, HE 2; Structures Section, Salem.

Ronald A. Jee, HE 1; Structures Section, Salem.

John R. Marks, HE 3; Structures Section, Salem.

Robert L. Stevens, HE 1; field construction crew, Portland.

Donald R. Wagner, HE 3; Traffic Support Services Unit, Salem.

Crews earn SAIF honors

District Sign Crew 122-40, Salem, has attained three continuous years without time-loss injuries. The crew is supervised by Max Briles.

Other crews recognized recently by SAIF include:

Right-of-Way Crew 004-05, Roseburg; 100,098 man-hours; Virgil Wilson, supervisor.

District Maintenance Crew 123-01, Corvallis; 104,589 man-hours; A. D. Ferguson, supervisor.

District Maintenance Crew 123-02, Albany; 104,512 man-hours; Raymond Hughes, supervisor.

The Parks Branch broke its safety record recently when the South Beach crew worked 150,000 hours without a lost-time injury.

Leroy Lesmeister, district park manager, is the crew's supervisor.

ODOT Director Bob Burco, during a dinner meeting at Moby Dick's restaurant in Newport, presented the crew with a Safety Achievement award.

Other ODOT officials who attended the dinner were Warren Gaskill, deputy parks superintendent, Salem; G. R. Leavitt, assistant superintendent, Salem; Darald Walker, region park supervisor, Tillamook; C. Fredrickson, Highway Division region engineer, Salem; Dick Young, Highway Division region safety officer, Salem; and Lionel Trommlitz, ODOT safety officer, Salem.

Trans-Trivia

TRANSPORTATION QUIZ

For the answers, see page eight.

- How long is the state highway system?
a. 3,050 miles b. 7,616 miles c. 10,000 miles
- How many feet does it take to stop at 50 miles per hour?
a. 400 feet b. 155 feet c. 258 feet
- When was the Landscape Division, which is now under the Preliminary Design Unit, established?
a. 1948 b. 1965 c. 1919
- How many Oregon cities have CAP certified airline service?
a. Three -- Portland, Salem and Eugene.
b. Eight -- The above, plus North Bend, Medford, Klamath Falls, Pendleton and Redmond.
c. Twenty -- All the above, plus Ashland, Astoria, Ontario, Brookings, Roseburg, The Dalles, McDermitt, Remote, Drain, Crooked Finger, Wonder and Zigzag.
- When was the first motor vehicle registered in Oregon?
a. 1901 b. 1905 c. 1914
- How many units are there in ODOT's divisions and branches?
a. 80 b. 250 c. 326

Know any interesting or unusual facts about ODOT? Send suggestions to VIA editor, Rm. 104, Transportation Building, Salem.

Aero group members chosen

Nine members have been appointed to serve on the state's first Aviation Advisory Committee, announces Aeronautics Administrator Paul Burket.

The Transportation Commission appointed members during its August meeting. Serving one-year terms are Ralph Kappler, Mulino; Eugene F. Burrill, Prospect; and Ralph F. Cobb, Eugene. Serving two years are Edwin M.

Stanley and Don Wanamaker, Portland, and Sam Whitney, Newberg. Three-year members are Michael Hillis, Bend; DeLane Fry, Hillsboro; and Milt Kingsland, Milwaukie.

The term of all members is four years. However, the first committee terms are divided into one, two and three years, so the terms won't expire at the same time.



Jerry Robertson is VIA's inquiring photographer. He selects his own subjects. VIA's editors frame the question of the month. Answers are edited only for length.

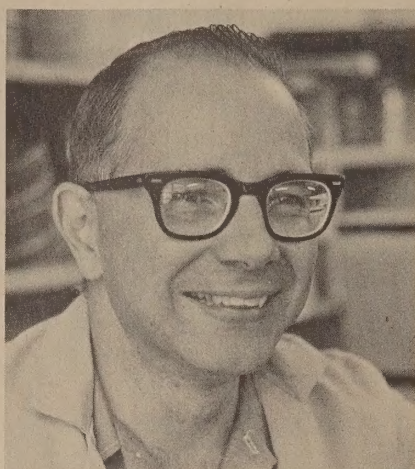
CANDID COMMENTS

Should highway maintenance crews wear uniforms?



DEAN GILMAN, HWY
Landscape foreman, Eugene

Yes and no. There should be more distinction, because all crews look alike. But who would furnish the uniforms? I don't know whether the state would. We talked about this 20 years ago and decided it would cost too much.



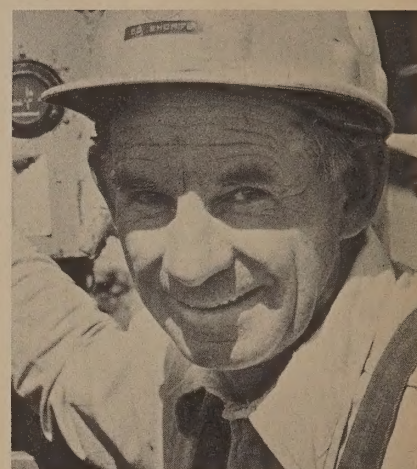
DICK SIDDOWAY, HWY
Engineer 1, Salem

It's a good idea for identification purposes only.



FRANCIS GEORGE, HWY
Clerical specialist, Eugene

Something needs to be done, because we get calls about other trucks and crews that are either county or city—they all look alike. Even I've seen a county truck on the road, and couldn't tell the difference. Maybe different colored helmets and vests would help.



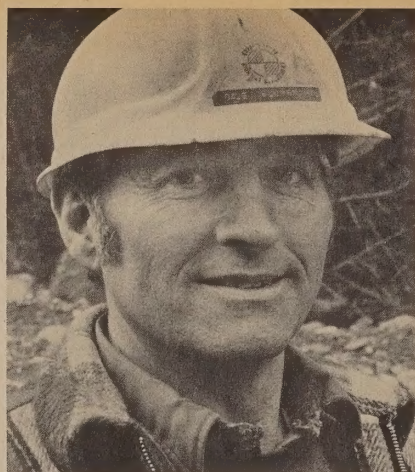
ED SHORTS, HWY
HMW 3, Baker

No. Due to the different jobs and working conditions we face, such as extremely hot or cold weather, a uniform would be impractical.



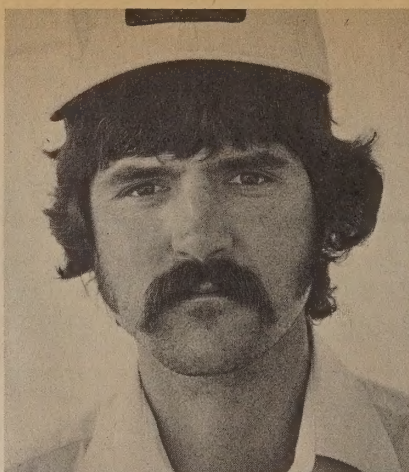
BOB HEARD, METRO
Project coordinator, Portland

Maintenance workers perform an invaluable function for which little credit is received. Wearing a uniform may create a better image, but I think that the funds could be better spent. I would rather see our image built with highways instead of uniforms.



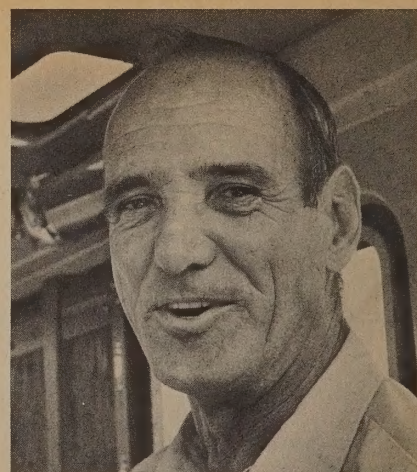
DALE BLUMENTHAL, HWY
HMW 3, Parkdale

I think everyone but the flagmen should be as inconspicuous as possible. We already get enough criticism as it is.



DANNY RYAN, HWY
HMS 2, Ukiah

No. I think that in today's society we tend to lose too much of our individuality. I'd hate to see everyone become just a uniform or a number. Besides, in our area, we don't have the problem of being confused with other crews.

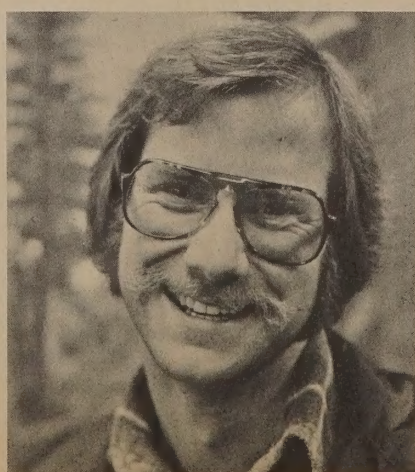


JIM SCHUH, HWY
HMW 3, Woodburn

The idea needs a lot of study. I could see it on a small scale, like wearing vests. But if we wear them, the flagmen will need something entirely different. For safety reasons, they need to really stand out or there'd be mass chaos. A lot of pros and cons need to be settled before making a decision.

DAVE VAN ESSEN, HWY
HMW 3, Albany

It would be all right if the state provided a uniform. Our jeans wear out too fast as it is. If we were to have a uniform, it should be something simple.



BOB GARDNER, HWY
HMW 2, Pistol River

We don't have a need for one in our area. We're the only crews on Highway 101. If the division is really serious about the idea, they should look into the kind of uniform Cal-Trans is using, like an orange short-sleeved shirt during the summer and cover-alls during the winter.

Miles of Files

They have good minds for detail

Editor's note: This article is part of a series describing the different sections and units of ODOT.

Phyllis Lannigan has seen the General Files Unit grow from a couple of shelves in the hallway to a large office and basement storage room packed wall to wall with bulging file folders.

The unit supervisor and her crew of five women are at the helm of ODOT's central filing system in Salem. Their main function is to code, file and retrieve records upon request. They maintain Highway Division, Operations, personnel, and Office of the Director records.

They assemble about 3,500 files a

month, and about 350 are checked out monthly to employees. Each year they dispose of about seven feet of old files and add about as many new ones.

Good at detail

"As you can see, we handle a lot of paper work," Mrs. Lannigan says. "It takes a special kind of person to work here. You have to like detail."

Before coding, each record or document is read thoroughly to determine whether cross referencing is also needed. "Very often, two different subjects are contained in one document, so we have to read it carefully," she said.

Working with Mrs. Lannigan are

Carolyn Philp, Bernie Eriksen and June Hopkins. Martha Montgomery, who headed the files for the City-County section of Project Management, joined the unit last March. She is currently merging her files with General Files.

The unit has undergone several changes since Mrs. Lannigan started with the department in 1948. The library and files unit were together then. "The library consisted of book shelves on top of our file cases and two large book cases in the hallway," she said. "For years we were a branch of the secretary to the commission office."

In 1976, the unit became part of the Records Management Section of the General Service Branch.

'Never destroy' policy destroyed

Sheer volume isn't the only change General Files has lived through.

"We used to have a policy where nothing was destroyed," Mrs. Lannigan remembers. "For instance, we would end up with several copies of one letter, and were even saving old Christmas cards."

A suggestion by Mrs. Lannigan to the management put an end to the policy. She won \$110 for the idea, and began weeding out duplications in the early 1960s.

Then in 1973, the unit was saddled with another major chore: changing the entire filing system. The department had just been formed, so various offices were being pulled together and needed a uniform filing system.

"It took weeks and weeks and weeks" to change from the Remington-Rand to the subject-numeric system, Mrs. Lannigan remembers. The system is used throughout the department and by many other state agencies.

Record management intensified in 1976, when the governor order state departments to curb paper work. Disposal schedules for records were set up. So far, the unit has sent vital 1912-33 records to the state archives, and is working on records from 1934 and up.

The state archivist recently directed the unit to start a history file. "It came at an opportune time, as we weed the old files, we can also pull out the valuable historic information on the department," Mrs. Lannigan said.



Bernie Erikson, front, and Carolyn Philp locate files.



From left, Jim Hunter, Vicky Gates, Gov. Straub and Dennis Moore.

Feds tour bus systems

Federal dignitaries from Washington D.C. met with Oregon transportation officials last month for a two-day tour of some of Oregon's public transit facilities.

Oregon was chosen by U.S. Secretary Brock Adams as one of 12 states to study before enacting legislation that would provide more money for small urban and rural transit programs. Currently, money is limited to setting up demonstration, (experimental) projects of limited duration. New legislation would allow more money to keep these and other projects going.

"If passed, this could be a life saver for many small transit operations in Oregon," said Vicki Gates, Program Management manager for the Public Transit Division.

Visitors were from the U.S. DOT, Federal Highway Administration and Urban Mass Transit Administration. Escorting them were, Gates, Transit Administrator Dennis Moore, and Jim Hunter, Bob Burco's executive assistant.

Ground-breaking in Forest Grove

The group was especially interested in the rural transit demonstration project in Forest Grove. Service has grown from a one-bus operation (a van donated by Pacific Northwest Bell), to the present nine-vehicle fleet with an average ridership of more than 10,000 per month.

They participated with Gov. Straub in a ground-breaking ceremony for a new senior center in Forest Grove. The center will be a combination transportation, meal and social center for area senior citizens.

Officials also observed small urban programs, such as "Dial-a-bus" offered by the Lane Transit District for the physically handicapped, and under-privileged.

"It's refreshing to see the feds actually doing field work before establishing federal rules that all transit agencies will have to follow," said Gates. "It also gives us an opportunity to talk about the problems we have in Oregon. It was a very positive experience for all involved."

New maintenance stations to be built

Maintenance crews at three stations no longer will have to service their equipment in the snow, fight floods invading their quarters or leave trucks outside because they don't fit inside the buildings.

"They're antiquated, outdated and

useless," says Operations Chief Fred Klaboe, describing stations at Mitchell, Oakridge and Clatskanie. Built during the 1930s and 40s, they are approaching their final days.

The Transportation Commission approved the construction of three

replacement buildings at a cost of \$517,000 from the current budget.

The Mitchell station is a very small building on less than an acre and is subject to flooding. For years personnel have been forced to work on large equipment outside, often lying in the snow. The new station will be built on land to be purchased. Estimated cost is \$125,000. Land will permit future expansion. State forces will do some of the work.

The Oakridge station was acquired from the Camp White area in Medford just after World War II. It contains only four bays (compartments), mostly filled with materials and supplies. The city of Medford is building a road through a corner of the area, thereby making it unusable.

A 14-acre site in an industrial section of Oakridge has been acquired. Estimated cost is \$120,000.

The Clatskanie station, also located on an acre of land, has four bays which are inadequate for the work required, according to Klaboe. Because the station's operation is larger, a bigger facility is needed. The division has acquired 12 acres, but no work has been done to date. Cost is estimated at \$272,000.

basic minimum maintenance list.

The \$10 annual registration fee for all passenger cars has been in effect since 1949 and would be increased to \$20 annually if Measure 3 is approved. Persons 65 or older would be given a one-car discount rate of \$12.50 per year.

Motorcycle and motorbike rates would also double, while camper, travel trailer and motor home rates would remain at current levels.

Commercial vehicle weight-mile rates would increase an average of nine percent.

The Office of Intergovernment and Public Affairs is developing a fact sheet to help explain the provisions of Measure 3. Further information is available by contacting Ken Bonnem.

Measure 3 materials prepared

Passage of Measure 3 on the Nov. 7 general election ballot will bring increased funding for both the Highway and Motor Vehicles Divisions, as well as for city and county road departments throughout the state.

Measure 3 is a referral to the voters of a bill (HB 3261) passed by the 1977 Legislature increasing several categories of vehicle registration fees and truck weight-mile rates.

At their Aug. 14 meeting, Transportation Commission members agreed that first priority for spending the additional revenue will be maintenance of existing highways.

Specific projects would come from the "A" or green list contained in the current Six-Year Highway Improvement Program. This list is a step above the

Call for free on Access 800

Telephone calls to ODOT from the public have increased since June, due to the toll-free Access 800 program.

Continuation of the program's success depends on getting the toll-free number out to the public, according to the Governor's Management Council. The council is urging state agencies to include the number, 1-800-452-7813, in all correspondence to Oregon citizens. Specific agency numbers or extensions should also be included so that callers can be forwarded to the correct agencies.

On the job with Sykheang Av

Cambodian has learned to live 'day by day'

By Shannon Priem Allen

During the early 1970s, Sykheang Av commanded a civilian army of 3,000 Cambodians fighting for their independence against the North Vietnamese.

Now he stamps car title and registration documents at the East Portland DMV office.

"We are happy to be here," says the small man whose big, bright smile makes his Oriental eyes disappear. "We are glad to have a new beginning."

Other employees in the office are glad, too. "Sy is our favorite," says one co-worker with genuine affection. "He is so polite, so enthusiastic about everything." According to Office Manager John Wolstenholme, Sy is eager to learn, learns quickly and always does more than required.

Sy began his three-year "pilgrimage"



Sy gives an eye exam to a driver's license applicant at the East Portland field office.

to Portland on a date he vividly recalls: April 18, 1975. Like thousands of other Southeast Asians, he left his homeland abruptly after the communist take-over, lived in one crowded refugee camp after another, facing an uncertain future.

His departure was more dramatic than most, however. As military chief of Samrong, a northern Cambodia district, he was an obvious target for assassination when Cambodia fell to North Viet Nam.

"Leave everything behind, say nothing to anyone," he had told his wife shortly before leading her and their three children to a farm wagon that delivered them to safety in Thailand. They stayed there for six months in a U.S. Embassy refugee camp.

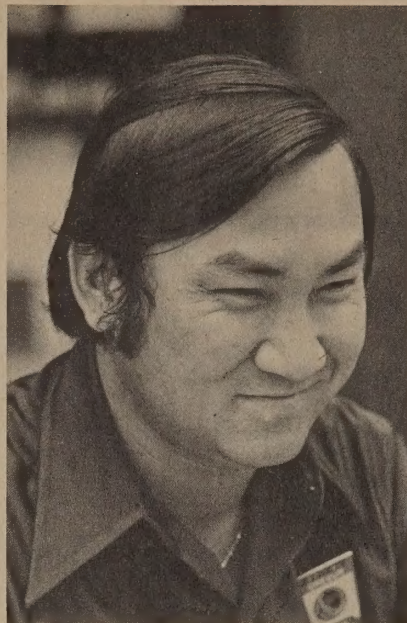
Knowing five languages, Sy emerged as interpreter for other refugees. Before the war, he had been a French teacher. Besides French, English and Cambodian, he also knows Vietnamese, and two dialects of Chinese.

Spotted as a valuable resource, he and his family were sent to a major refugee camp in Arkansas, where he was paid \$10 a day as an interpreter. Two months later, they were taken under the wing of the St. Matthew Lutheran Church in Beaverton.

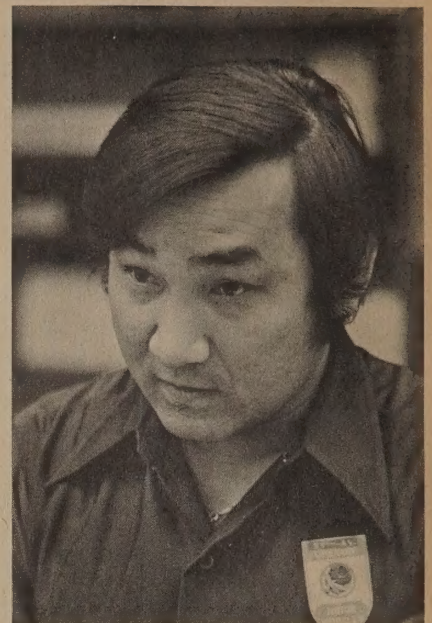
Sy's job searching days that followed were lonely and often frustrating. The former French professor and military chief finally went to work as a bus boy.

"I never had to do these things before," he recalled. The church had been helping him look for another job, but he grew impatient. "So I decided to look for myself. I had to support my family. I have education — a degree!" he exclaimed.

He finally secured a job in 1977 as laborer for the East Portland office, where he did odd jobs, like stocking license plates, taking inventory — and



Sykheang: "I want to learn everything!"



memorizing all the DMV forms in his spare time.

He also learned to type, give eye tests and take driver license photos. Then, after being discovered as a language "gold mine", he began interpreting for the Vietnamese and other non-English

"People are lucky here. They have the freedom to complain."

speaking customers. His reputation spread, and other DMV offices throughout Portland are now sending non-English speaking customers to him.

This August he was promoted to an MVR 1 and is "doing pretty well," he says. "Although I know the forms, processing them is the hard part," he admits with a laugh.

"I ask many questions — I want to know *everything!*" he says, adding that he feels uncomfortable when he can't answer a customer's question.

Serving at the counter of the state's busiest DMV office is challenging, he says. "Sometimes people are angry, they don't understand what you tell them. Some have trouble understanding my accent. But they are all lucky — they have the freedom to complain."

"In Cambodia, people couldn't complain about government service. You must have strict control during a war," he says. "People also must dress well. They would never be seen coming into an office in jeans or tee-shirts."

Some day, Sy hopes to return to his first profession — teaching. "I need an American degree for what I already have up here," he says, pointing to his head with a smile. "But that will have to wait."

He often thinks of the life and family he left behind, but holds no hope of ever visiting, or returning to Cambodia. "My life is still in danger there."

"We are just glad to be alive and in a new country. We have learned to take life step by step. And we will continue that way."

Retirees Let Us Know What's Happening

The next retirees' noon luncheon will be held Wednesday, Oct. 4 at the King's Table on 12th Street in Salem.

Back to basics

William L. Hillis, 10840 E. Evans Rd., Rogue River, 97537. Retired 1976.

The Hillises have been enjoying the simple basics of living: chopping fire wood for the winter, gardening, fishing and clamming.

Formerly of Crescent Lake, they've lived at their farm for a year-and-a-half, where they "enjoy friends and family," Bill writes.

Branching out

Kenneth Chatwood, 3100 Turner Rd SE No. 812, Salem, 97302. Retired 1976.

Ken and his wife Betty live in their travel trailer half the year, traveling through the western states. "we keep ranging further out," he writes.

"Besides spoiling the grandsons, we are now doing the things we put off so many years," he adds, "Retirement is a wonderful new chapter in our lives."

Parks too costly

Ray W. Baker, Box 73, Keno, 97627. Retired 1968.

Ray has been wintering in Southern California deserts for the past four years. He enjoys the primitive conditions.

At home, he likes tending a big garden and cutting hay for a local farmer "to keep out of mischief," he writes.

Unlike other retirees, Ray isn't very enthused over Oregon state parks. He feels that fees "are too high for a man on social security and state retirement," and that they spend too much money on improvements.

Ray would like to see more sanitary stations along highways to empty holding tanks used in self-contained trailers. "Other states are doing this," he writes.

Still kicking in the pasture

Edmund A. Meola, 3864 Spring St. S., Salem, 97302. Retired 1970.

Ed is busy, as usual, at his end of the "pasture." After finishing his autobiography, which he distributed to his children and grandchildren, he started writing his brother's biography. "His exploits, adventures and whatnots far exceed my experiences," Ed writes, noting that his brother rose from a "ditch digger" to vice-president of Radio Corporation of America (RCA).

Ed also enjoys operating an amateur radio station. His station call is WB7NUD, in case other hams are interested. His phone number is 364-2940.

He's also been fishing, bowling, golfing, gardening, reading and generally "still kicking with both feet."

"I hope I can make the grade, since

I'm 74," he writes. "I will have to keep my nose to the grind stone....that's the way to keep young and keep "old man age" away from your door."

Mostly fishing

Harold E. Barr, 862 NW Florence Ave., Gresham. Retired 1970.

After selling their home in 1976, the Barrs moved into a duplex, thus trading home maintenance chores for more fishing time.

But Harold's interest in the sport doesn't stop at the end of his fishing pole.

As a member of the Northwest Steelheaders Association, he was active in passing the 1974 steelhead bill, which preserved the species as a game fish. "I signed up 429 voters and was very happy I was a part in the success of this

conservation program," he writes.

Harold fishes for winter steelhead and spring chinook, going below Oregon City until late March, then to the Columbia at Bonneville. And if that isn't enough, drool over this:

"Of course I go to the coast for a few weeks every summer for the coho salmon and bluebacks and the Deschutes and Metolius rivers for rainbow and German Browns and other trout."

He maintains an avid interest in Oregon's highways. "I have attended many public meetings and hearings sponsored by the Highway Division."

ANSWERS TO QUIZ: 1-b; 2-c; 3-a; 4-b; 5-b; 6-c (figure based on 1977 Organization Charts).

Via

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